

W.01445A-11-0310

ORIGINAL



0000134032

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM  
RECEIVED

Investigator: Guadalupe Ortiz

Phone: 2012 FEB -2 P 2:07

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 101584

Date: 12/30/2011

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Bob

Nuti

Account Name:

Bob Nuti

Street:

City:

Bisbee

State:

AZ

Zip:

Home:

Work:

CBR:

is:

Arizona Corporation Commission

DOCKETED

FEB - 2 2012

DOCKETED BY

Utility Company:

Arizona Water Company

Division:

Bisbee

Contact Name:

Contact Phone:

Nature of Complaint:

RE: Docket No W-01445A-11-0310

Customer is opposed to the proposed rate increase from Az Water. Per customer, Az Water has already received an increase in 7/2010. The Company described three different proposals to the Commission, of which proposes a 13.6% increase, a 28% increase and a third percentage which can not be recalled.

When the customer went into the local office he was informed by Utility Staff that the proposed increase was 14%. Az Water is asking for customers to pay back a law suite Az Water lost for the City of Bisbee. As a consumer, customer is quite offended and does not feel that he or any other consumer should be required to pay back losses incurred by Az Water due to the Company's bad judgment and lack of cooperation with the City of Bisbee.

Customer is a resident of rural Az in Cochise County. Per customer, Cochise County employees are the lowest paid in the entire state of Az. The ACC should take that into consideration before allowing Az Water place additional hardship on Cochise County than it already faces. Arizonans are asked to pay more and more for Utility services, however there reached a point in which there just is no more money.

Why does the Commission continue to award Utility Companies by authorizing rate increases to recover debt incurred by poor judgment or bad decisions, knowing that the incomes received by Arizonans are not increased on a regular basis?

Customer does not have any money left at the end of each month and has already had to go without medication that he should be using on a regular basis due to the high rates/bills the Commission currently allows SWG, APS and Az Water to charge. The thought of being required to pay more bring much concern to the customer as he knows that he will not be able to meet the increases.

Customer ask's the Commission to please vote No.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 1/25/2012

Opinion No. 2011 - 101584

---